

Questions & Answers About State Information & Assistance Services

Q. How can state I&A officers help me?

- A.** I&A officers can give you fact sheets, workers' compensation forms, and guides that explain how to fill out the forms. The fact sheets and guides include:

Fact sheet for injured workers: [Basic facts on workers' compensation for injured workers](#)

Fact sheet A: [Answers to your questions about utilization review](#)

Fact sheet B: [Glossary of workers' compensation terms for injured workers](#)

Fact sheet C: [Answers to your questions about temporary disability benefits](#)

Fact sheet D: [Answers to your questions about permanent disability benefits](#)

Fact sheet E: [Answers to your questions about qualified medical evaluators and agreed medical evaluators](#)

Fact sheet F: [Answers to your questions about the state's Uninsured Employers Benefits Trust Fund](#)

I&A guide 1: [How to file a workers' compensation claim form](#)

I&A guide 2: [How to request a qualified medical evaluation](#)

I&A guide 3 : [How to object to your summary rating](#)

I&A guide 4: [How to file an application for adjudication of claim](#)

I&A guide 5: [How to file a declaration of readiness to proceed](#)

I&A guide 6: [How to request an expedited hearing](#)

I&A guide 7: [How to file a petition for discrimination \(Labor Code 132a\)](#)

I&A guide 8: [How to file a serious and willful misconduct petition](#)

I&A guide 9: [How to file a petition for commutation](#)

I&A guide 10: [How to file a lien](#)

I&A guide 11: [How to file a petition to reopen](#)

I&A guide 12: [How to file a petition for reconsideration](#)

I&A guide 13: [How to file an appeal of the administrative director](#)

I&A guide 14: [How to file a complaint with the Audit Unit](#)

I&A guide 15: [How to dismiss your attorney](#)

I&A guide 16: [How to file a claim with the Uninsured Employers Benefits Trust Fund](#)

I&A guide 16A: [How to correctly name your employer for the Uninsured Employers Benefits Trust Fund](#)

I&A guide 16B: [How to serve your employer in an Uninsured Employers Benefits Trust Fund case](#)

I&A guide 17: [How to complete a document cover sheet](#)

I&A guide 18: [How to complete a document separator sheet](#)

I&A officers:

- May answer questions about your claim. Help is available in several languages.
- May call the claims administrator to help clear up misunderstandings.
- May hold meetings to resolve problems or disputes.
- Cannot actively prepare your case, argue on your behalf, or speak as your representative (unlike an attorney).

Q. How can I contact an I&A officer?

- A.** Call toll-free (phone: 1-800-736-7401) to hear recorded messages or request written materials.

Attend a free, one-hour I&A workshop (designed mostly for injured workers who do not have attorneys and whose cases have been accepted).

Call a local I&A officer, at an office listed on the next page.

State Division of Workers' Compensation (DWC) Information & Assistance Offices

State Information & Assistance (I&A) officers answer questions and help injured workers. Their services are free. The numbers listed below were effective as of February 2012.

Toll-Free: 1-800-736-7401

Call this number to hear recorded messages.

District Offices: (For addresses, check the Government Pages at the front of the white pages of your phone book. Look under: State Government Offices/Industrial Relations/Workers' Compensation. See also the DWC website: www.dwc.ca.gov.)

* Anaheim 1-714-414-1804	* Oxnard 1-805-485-3528	* San Jose 1-408-277-1292
* Bakersfield 1-661-395-2514	* Pomona 1-909-623-8568	* San Luis Obispo 1-805-596-4159
* Eureka 1-707-441-5723	* Redding 1-530-225-2047	* Santa Ana 1-714-558-4597
* Fresno 1-559-445-5355	* Riverside 1-951-782-4347	* Santa Rosa 1-707-576-2452
* Goleta 1-805-968-4158	* Sacramento 1-916-928-3158	* Stockton 1-209-948-7980
* Long Beach 1-562-590-5240	* Salinas 1-831-443-3058	* Van Nuys 1-818-901-5367
* Los Angeles 1-213-576-7389	* San Bernardino 1-909-383-4522	
* Marina del Rey 1-310-482-3820	* San Diego 1-619-767-2082	
* Oakland 1-510-622-2861	* San Francisco 1-415-703-5020	